How will you know if your transaction has processed?

Most transactions are processed overnight. You can verify your transaction by revisiting the website or calling the ABC-C. You can also verify your transaction by reviewing your LES.

ABC-C is good for you!

- **Fast, easy access to current and complete information.**
- **Automated system ensures accuracy.**
- **Convenience – You are in control of *your* benefits and entitlement transactions.**
- **Knowledgeable and trained counselors available t**

ABC-C VISION

Provide responsive quality service that allows Army serviced civilian employees to manage their benefit and entitlement portfolios.

Timely
Accurate

Efficient
Beneficial

Automated
Consistent

OVERSEAS TOLL-FREE NUMBERS

Belgium.....0800-78245
Germany.....0800-1010282
Italy.....800-780821
Japan.....00531-1-20378
Korea.....00798-14-800-4766
Kuwait.....1-877-276-9287
Netherlands.....0800-232739
Saudi Arabia.....1-877-276-9287
United Kingdom.....08-000857723

America's Army: The Strength of the Nation

Department of the Army

Army Benefits Center-Civilian

Need Assistance? It's As Easy As ABC...

January 2014

ARMY BENEFITS CENTER-CIVILIAN

What can the Army Benefits Center-Civilian do for you?

The ABC-C provides automated benefits support to Army-serviced appropriated fund employees through the Employee Benefits Information System (EBIS) and trained benefits counselors.

● **EBIS** is a web application that allows you to access general and personal benefits information and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements.

● **Benefits counselors** are knowledgeable on life and health insurance, Thrift Savings Plan, and retirement issues. They are available to assist you in completing your benefits transactions in EBIS.

The ABC-C provides services in the following program areas:

- Retirement (Civil Service & Federal Employees Retirement Systems)
- Thrift Savings Plan (TSP)
- Federal Employees Health Benefits (FEHB)
- Federal Employees' Group Life Insurance (FEGLI)
- Survivor Benefits

How Do You Use ABC-C?

You can access EBIS through the ABC-C website at https://www.abc.army.mil. From a government computer, you are able to log into EBIS using your Common Access Card (CAC). Click on "Employee Benefits Information System (EBIS)," then enter your Social Security Number and ABC-C PIN. To access EBIS from home, you must have an installed and operational CAC reader. Information on CAC readers and installation instructions are available on the Army Knowledge Online (AKO) website, https://www.us.army.mil.

Customers in the 50 states can reach a benefits counselor by calling the toll-free number 1-877-ARMY CTR (1-877-276-9287). Overseas customers, see the back of this brochure for toll-free numbers accessed through a commercial/civilian telephone. For additional information, visit the ABC-C website. EBIS is available seven days a week, 24 hours a day. Benefits counselors are available Monday through Friday from 6:00 a.m. to 6:00 p.m. Central Time (CT).

How Do You Get Your PIN?

Initially, your ABC-C PIN will be a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access EBIS, you must change it to a new six-digit number. Your ABC-C PIN will not expire.

Benefits

For Health Benefits, Life Insurance & Thrift Savings Plan services, you will:

- Log on to EBIS through the ABC-C website with your Social Security Number and ABC-C PIN.
- Select the tab for the desired topic.
- Review general information available in each subject area.
- Review personal information from your records.
- Make changes to your benefits.
- Verify the action on your Leave and Earnings Statement (LES).
- Speak to a benefits counselor.